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DIVISION OF DISABILITY AND ELDER SERVICES

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From: Jane Walters, Deputy Director
Bureau of Quality Assurance

Via: Otis Woods, Director
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TO:	Adult Family Homes	AFH 03
	Community Based Residential Facilities	CBRF 04
	Facilities for the Developmentally Disabled (FDD)	FDD 04
	Home Health Agencies	HHa 02
	Hospices	HSPC 03
	Hospitals	HOSP 06
	Nurse Aide Training Programs	NATP 01
	Nursing Homes	NH 06
	Residential Care Apartment Complexes	RCAC 03
	Rural Health Clinics	RHC 01
	Certified Mental Health and AODA	CMHA 01
	Ambulatory Surgery Centers	ASC 03
	End Stage Renal Dialysis Units	ESRD 02
	Outpatient Rehabilitation Facilities	OPT/SP 01
	Adult Day Care Centers	ADC 03

**DHFS 24-Hour Emergency Telephone Hotline for Reporting Public Health and Human
Services Emergencies**

As part of the Department's emergency preparedness planning initiatives and technical assistance, the following guidance is provided to assist health care facilities in their emergency preparedness planning efforts.

The purpose of this memorandum is to notify providers of the Department of Health and Family Services' (DHFS) 24-hour emergency telephone hotline, **1-608-258-0099**

<http://dhfs.wisconsin.gov/health/InjuryPrevention/Disaster/EmergencyManagement.htm>

The Department maintains on-call staff in four technical areas:

- Natural disasters and chemical incidents;
- Nuclear/radiological;
- Communicable Disease; and
- Human Services, to assist local personnel and agencies in an emergency.

The Bureau of Quality Assurance requires specific notification in one other instance:

- **Please be aware that all fires in a licensed health or residential care facility in Wisconsin** must be reported to the Department of Health and Family Services **within 72 hours**. Please refer to BQA Memo 00-017 at the following site: http://dhfs.wisconsin.gov/rl_DSL/Publications/00-017.htm Written reports can be submitted to the Department by using form DDE-2500, but all fires in a Wisconsin licensed health or residential facility that **result in serious injury or death** must be reported to the DHFS hotline.

The DHFS hotline is for reporting emergencies that involve public health and human services. When calling this number, **1- 608-258-0099**, callers should provide their name, agency/facility, and telephone number; the type of incident, public health or human services; date and time of the incident; the facility name and/or location where the incident occurred; and any other pertinent information. The caller must clearly state if the incident is a public health concern or relates to human services. This information is important in order to forward the call appropriately.

Call the hotline number even if you are in doubt as to whether you need to report an incident. Your information will be forwarded to the DHFS staff on call for public health and human services. Depending on the incident, the DHFS on-call staff will forward the information to appropriate contacts for necessary action, and/or contact you for additional information.

This memorandum should be shared with all staff. The DHFS 24-hour emergency hotline number, **1-608-258-0099** should be readily available to staff and posted in a prominent location. For other types of emergencies, and to receive coordinated State agency assistance, contact the Wisconsin Emergency Management Hotline at **1-800-943-0003, 1-608 242-3232, or at** <http://emergencymanagement.wi.gov>

In addition, you may also find information from the Public Health Emergency Preparedness Program, Public Health Emergencies preparedness guide, at http://dhfs.wisconsin.gov/preparedness/pdf_files/PublicHealthGuide.pdf